

State of Montana Information Technology Managers Council

Council Meeting Minutes

May 11, 2016

8:30 a.m.

State Capitol - Room 137

Members Present:

Tim Bottenfield, DOR, Chair
Ron Baldwin, CIO, SITSD
John Daugherty, COR
Sky Foster, AGR
Chris Gleason, DPHHS
Dale Gow, LEG
Cheryl Grey, SABHRS
Evan Hammer, MSL
Matt Jackson, GOV
Larry Krause, DOC

Lisa Mader, JUD
Kim Moog, DLI
Stacy Ripple, MSF
☪ Kyle Belcher, OPD
☪ Kristin Burgoyne, MAC
☪ Dan Chelini, DEQ
☪ Mandi Hinman, PSC
☪ Jerry Kozak, BCC
☪ Angie Riley, MPERA

Staff Present:

Jennifer Schofield
Tim Wunderwald
Noah Horan

Guests Present:

Tammy Stuart, Jerry Marks, Pete Wiseman, Cheryl Pesta, Brad Sanders, Joe Frohlich, Lynne Pizzini, Veronica Lamka, Christie McDowell, Chris Hope, David Swenson, Ryan Thurston, Dave Carlson, Irv Vavruska, Audrey Hinman, Greg Snortland, Greg Heide, Becki Kolenberg, Brad Vasel, David Zhang, James Schneider, Kris Wilkinson, Nick Brorson, Jody Troupe, Michael Sweeney, Tom Marino, Sean Rivera, Dustin Ostberg, Matt Pugh, Barney Benkelman, Darrin McLean, Bryan Shaw

☪ Real-time Communication:

Jenifer Alger, Amber Conger, Maryann Costello, Kaye Davis, Sean Edgar, Phillip English, Chad Hultin, Dave Johnson, Anne Kane, Margaret Kauska, Judy Kelly, Tim Kosena, Steve Larsen, Sue Lefferink, Jack Marks, Dan Mossman, Tom Murphy, Cindy Petersen, Ed Sivils, Manuel Soto, Beth Stephenson, James Thomas, Tyler Weingartner, James Zito

Welcome and Introductions

Tim Bottenfield welcomed the council to the May 11, 2016 ITMC meeting. All members and guests were introduced.

Minutes

The council reviewed and approved the April 6, 2016 Minutes.

Reappointment

Tim Bottenfield discussed reappointment of council members. June will be the last official meeting with the current membership. The ITMC Operating Procedures are available on the website. There can be up to 9 IT professionals on the Council, including the Chair, Past Chair, Vice Chair, 5 at-large members, and the State CIO. Anyone wanting to serve must fill out the application form, which is available on the website, and submit it to ciosupportstaff@mt.gov. Tim urged the Council members to have their application forms in before the next meeting. Vice Chair Evan Hammer is resigning from the Council. When the new Council membership meets unofficially in July, they will be tasked with electing a Chair and Vice Chair. Tim will continue to serve on the Council as Past Chair. Vice Chair is a three-year commitment. Tim asked Council members to be aware that the application form requires the submission of a resume and cover letter. A short paragraph or bio will suffice.

State CIO Update

Ron Baldwin informed the Council that the State of Montana has been honored by NASCIO as one of six states in their Make a Difference Campaign. Montana was asked to submit a featured video. The new Business Navigator is the focus. The video will be featured from May 30 to June 10. Ron thanked his staff, Andy Shirtliff from the Governor's Office of Economic Development, and the Department of Commerce for their collaboration on the video.

Ron also discussed the pending Executive Order on IT Infrastructure Convergence. The Executive Order is not a wholesale consolidation of IT. Agency IT staff are not moving, and SITSD is not adding positions to accommodate convergence. The focus is on infrastructure, centering on servers and storage, including cloud services, and Enterprise software. The Order will affect all Executive Branch agencies, excluding elected-official agencies, and those agencies excepted in the Montana Information Technology Act. Once the order is signed, SITSD will begin working with agencies to create convergence plans. The deadline for completion is December 31, 2017. Ron will be having discussions with the Governor's Office of Budget and Program Planning (OBPP).

Brad Sanders, State Procurement, spoke on the Executive Order. There will be a modification of the agency procurement delegation agreements. State Procurement will be amending existing state term contracts for equipment in order to provide guidance, as well as notifying term contract holders.

Business

Internet Security and Privacy Policy

Lynne Pizzini highlighted a topic from the last State Administration and Veterans' Affairs (SAVA) meeting. There was a discussion regarding the Internet Security and Privacy Policy, which is required to be linked on the bottom of every public-facing State of Montana website. The website template developed by SITSD automatically includes this link. Several websites were found to not include a reference to this policy. Lynne encouraged all agencies to review their websites and ensure that they have included a link to the policy. The deadline for compliance is July 1, 2016.

Q: Tim Bottenfield: How many agencies are out of compliance?

A: Lynne: I cannot say for sure, but it looked like only a few.

Q: Larry Krause: Do you have some automated way of checking for compliance?

A: Lynne: Unfortunately there is no automated way to check.

Tenable Security Center

Lynne Pizzini discussed a grant to be provided to SITSD by the United States Department of Homeland Security in September 2016 to purchase Tenable's Security Center software. This tool will allow SITSD to run security checks on its systems. This software will not be installed on agency-owned servers, but will be available on Enterprise servers. This tool will be helpful to prepare for future audits.

Lynne also highlighted the results of recent audits. The results of the IRS audit were positive. From the Enterprise perspective, the Virtual Machine environment scored 92% compliant, and the server and storage environment scored 99% compliant. The IRS auditors commented on SITSD's Risk Assessment process, which they said is the best they have seen in any state or federal government entity. Lynne extended her thanks to ITMC and MT-ISAC for helping to make the IRS audit a success. The Social Security Administration also completed their 2016 audit, and praised the State of Montana Data Center as one of the best from a security standpoint that they have seen.

Comment: Ron Baldwin: As State CIO, I want to congratulate and complement the Departments of Revenue and Public Health and Human Services for their work securing our systems.

Mobile Device Management (MDM) Update

Jerry Marks discussed the State's transition to MDM. AirWatch by VMWare has been selected as the MDM solution for the State of Montana. Most states using MDM are using AirWatch. Both State-owned devices and personal devices are eligible for enrollment. The device is verified through Active Directory. AirWatch allows for the use of a device's native features, but there are also specialized app solutions like the AirWatch Inbox. ActiveSync will be restricted to AirWatch-enrolled devices on July 1, 2016. One issue is that the AirWatch Inbox app does not work well on iOS. An app called Boxer is a solution, and it will be implemented in the near future.

Q: Tim Bottenfield: If you are not logged in to the AirWatch inbox, do you still get notifications?

A: Jerry: It depends. Notifications work better on Android.

Q: Dale Gow: Have there been any other issues or challenges?

A: Jerry: There have been some conflicts with the Apple Device Enrollment Program (DEP). The Department of Commerce and the Department of Transportation are using DEP.

Q: Sky Foster: Are native email apps the only applications that will work with AirWatch, or are third-party apps usable?

A: Jerry: Many third-party apps will not comply with AirWatch, which is why we encourage the use of either the native app or the AirWatch Inbox.

Q: Larry Krause: In regards to reimbursement for the use of personal devices, what are different agencies doing?

A: Jerry: The Department of Administration is reimbursing individuals \$25 per month if the use of their personal phone is required for their job.

Q: Larry: Have you had any difficulties delineating who qualifies?

A: Jerry: We are encouraging those who have a state-owned device to switch to their personal device, because that is an avenue for savings for both the state and the user.

Comment: Tim: SITSD's MDM User Agreement document should be on the ITMC website as an example. Jerry and his staff have been great to work with.

ACV/FIM Update

Tammy Stuart and Jerry Marks discussed Microsoft's Forefront Identity Manager (FIM). An agency must have FIM implemented before OneDrive for Business can be used. When an individual resigns his or her position, FIM notifies their manager that something needs to be done with the data on OneDrive.

Tammy discussed the schedule for FIM implementation. Currently, 12 agencies have transitioned to FIM, 13 are ready to transition, 4 are in the transition process, and 4 have not responded. Tammy encouraged those 4 agencies to get in touch with her to begin the transition. She anticipates that most agencies will have fully implemented FIM by the end of summer.

Q: Larry Krause: Are you eliminating personal drives and moving all content to OneDrive for Business?

A: Jerry: Yes, that is our intent.

Q: Larry: Is content located on OneDrive outside the reach of eDiscovery?

A: Jerry: eDiscovery is possible, but it is something that must be done by SITSD. So far we have received no requests. Microsoft says that the ability for us to delegate eDiscovery permissions is in the works.

Q: John Daugherty: Is there a way to disable the ability for users to upload and manage video content?

A: Jerry: Video can be turned off globally. We need to make those decisions collectively.

Comment: John: There is another tool called Delve which allows you to find out who an individual reports to and who reports to them.

Response: Jerry: The idea is to have one identity, and the gold source is SABHRS.

Comment: Tammy: If you are concerned about implementing FIM, I want to encourage you: in the last few months we have had no new issues with new implementations.

LFC Project Reporting

Tammy Stuart gave an update. There are some upcoming changes regarding LFC Project Reporting, which are being reviewed by LFD. The reporting process will be requiring additional metrics. A tool has been created that will help you calculate variances in your indexes. There is a meeting on May 18, 2016 with the Project Management Office Advisory Group (PMOAG). Tammy anticipates that LFD will approve. Also, if you re-baseline your project, you will also have to provide a supplemental report.

IT Conference Session Planning

Pete Wiseman discussed the State of Montana Government IT Conference, which will be held during the month of December 2016. The main focus of the conference is education. Pete wants to ensure that the conference organizers are providing valuable educational sessions to attendees. If you have any suggestions regarding training or the conference in general, please contact Pete (pwiseman@mt.gov) or send an email to itconference@mt.gov. Please include a working title, a possible presenter, and a brief description.

Budget Update

James Schneider provided a budget update, and mentioned that the pending Executive Order will be affecting the Encompass model. Some rates have increased, but the Enterprise rate has remained mostly static. The cost of archive storage has decreased in price substantially, down from 8 cents per gigabyte to 1 cent. SITSD has extended Encompass by one week.

MT-ISAC Update

Joe Frohlich provided an overview of MT-ISAC's April 21, 2016 meeting. Starting May 19, 2016, MT-ISAC will be held from 11 a.m. to 1 p.m. to accommodate schedules. There is a document on the MT-ISAC website that lists the Council's workgroups and the activities of each. Joe also mentioned that the Council has not yet approved the Assessment document, but did approve a pilot, which will involve a self-assessment of each participating agency's security posture. The pilot is open to everyone to join.

Workgroup Reports

Enterprise IT Financial Workgroup

Kim Moog gave an overview of the April 28, 2016 EITFW meeting. The primary topic of discussion was Volume 10. The workgroup also discussed having each SITSD Decision Brief that has an impact on the state as a whole come through the group for review. The workgroup also discussed rates, and is looking into end-of-life planning for legacy systems. Meeting minutes are posted to the EITFW website, which is a subsite of the ITMC site.

Asset Management and Inventory Workgroup

Tim Bottenfield mentioned that there is currently no report. The workgroup will be submitting an RFI.

Adjournment

Next Meeting

June 1, 2016, 8:30 a.m.

State Capitol, Room 137

Member Forum

Larry Krause: We have used Google Docs in the past for real-time collaboration. We are stopping that for security reasons, but we would like to offer an alternative service. Please get in touch if you have recommendations.

Jerry Marks provided an update on SecurID RSA two-factor authentication tokens, which SITSD is continuing to roll out statewide.

Q: Tim Bottenfield: If we want to use the smartphone-based soft tokens, could we potentially reassign the hard tokens as a cost-saving move?

A: Jerry: Yes, hard tokens could be taken out of the pool and reassigned elsewhere.

Comment: Kim: As a reminder, the soft and hard tokens are essentially the same price.

Jerry: There is also a USB model for the vision-impaired that is more expensive. We are ready to roll those out as needed.

Audrey: We are planning to retire ePass Montana version 1.

Public Comment

None.

Important Deadline Review

Tim encouraged the council to pay attention to the deadlines list on the back of each agenda.

Adjourn

The meeting adjourned at 10:30 a.m.

Adopted June 1, 2016.